ORION
NETWORK SOLUTIONS

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Melissa Gilkes-Smith
VP of Business Operations,
Controlled Technical Services LLC

Controlled Technical Services
The Art of Science & Technology ™

Orion Networks Steps Up To Partner With CTS, a Service-Disabled Veteran-Owned Small Business

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Controlled Technical Services began operations in 2017 in the National Capital Region. They provide low-signature, high-impact operational solutions for government and commercial industries. CTS helps its clients solve challenges in communications, global acquisition, logistical support, and other technical fields.

"We are a communications and cyber security organization that provides support for our government and commercial clients," says Melissa Gilkes-Smith, VP of Business Operations. *"Primarily, defense support to government clients in the defense area."*

CTS brought Orion Networks on board to provide ongoing IT support for their day-to-day business operations. That also included providing support on the CMMC side for their client to meet CMMC 2 goals by October 1st.

"Orion Networks have kept us on track and on target," says Melissa

Outside those duties, Controlled Technical Services was having problems with a migration issue for their website. That's when they turned to Orion Networks for assistance hoping they could solve their problem quickly and permanently.

Orion Networks Sorts Out Migrating From GoDaddy Tenant to Microsoft 365

Controlled Technical Services was working through a new migration from the GoDaddy tenant over to Microsoft 365. Being on GoDaddy 365, CTS discovered many limitations in migrating all their information to Microsoft Office 365.

"We were on goal when we initially started, but GoDaddy is kind of a pain," says Melissa.

Additionally, CTS wanted to change their email addresses to have the domain of (name@ctsllc.com) instead of (name@controltechnicalservices.com). Even though they still own the original domain name, the primary purpose was to trim it all down and make drafting emails easier.

Once the process began, Rashid from Orion Networks maintained constant contact with the client. Throughout the weekend, he sent email updates each day. Those messages arrived during the morning and night of the progress they were making with the migration.

"There's one individual in particular. I am convinced Rashid does not sleep," says Melissa. *"I was very happy with the way everything turned out!"*

Along with covering the CMMC side and their day-to-day IT needs, the migration from the GoDaddy tenant over to Microsoft 365 transitioned smoothly. That opportunity showed Melissa and the Controlled Technical Services team how Orion Networks stepped up and sorted it all out without disrupting their client's operation.

Bring A Problem Solver Onboard Instead Of A Fixer

Everywhere you look these days, IT companies advertise they will fix your most pressing technical issues. However, clients need technology problems permanently solved, not just repaired. As with Controlled Technical Services, Orion's planning ensured their migration transitioned smoothly and needed no fixing.

Melissa and her team needed immediate attention to a frustrating problem that would be a permanent solution.

Turning to Orion Networks and Rashid's team solved the transition throughout the weekend when most businesses are closed. That rapid solution found CTS the following Monday ready to go.

"Ashu had so much involvement. I can tell he really gets into the weeds with his team and that's just very appreciated," says Melissa.

Whether your problem is day-to-day IT needs, CMMC 2 compliance, or transitioning from one platform to another. Orion Networks only provides permanent solutions for your business or organization at any level.

Your Permanent Solution Provider – Orion Network

"I'm continuously impressed with the solutions from Orion Networks," says Melissa.

Orion Network is your one-stop IT problem solver and collaboration partner. Our tailored assessments address your specific needs. Our permanent solutions guarantee your managed IT services will align with your business goals, continually improve staff productivity, and guide your company onward.

The security professionals you'll work with have the highest levels of certification across numerous vendors, technologies, and industry specifications. Regardless of the IT problem, we eliminate downtimes, maximize your staff's productivity, and position you to compete at any level with competitors.

Should you have a small, medium, or large enterprise organization, our permanent IT solutions are your source for continuous IT support. If managing your IT infrastructure has become a distraction, consider outsourcing your IT services to Orion Networks.